



Position Details

Technical Services- CSOF6

THE FOLLOWING INFORMATION IS FOR APPLICANTS

Advertised Job Title	IMT Process Integration and Management Manager
Job Reference	100029
Tenure	Indefinite
Salary Range	AU\$131k - AU\$153k per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s)	Major capital cities
Relocation Assistance	N/A
Applications are open to	Australian Citizens Only
Position reports to the	Executive Manager – Paul Grima
Client Focus – Internal	100%
Client Focus – External	0
Number of Direct Reports	7
Enquire about this job	IMT Service Desk and Onsite Support Executive Manager
How to apply	Apply online at https://jobs.csiro.au/ Internal applicants please apply via Jobs Central If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220.

Acknowledgement of Country

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](#).

Child Safety

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](#).

Role Overview

The role of IMT SD and OSS Technical Staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects along with delivering

enterprise IT solutions to enable CSIRO to operate. This support consists of the application of accepted technical practices and the development of new practices. The work is usually carried out as a member of a centralised service.

As the IMT Process Integration and Management Manager you will be responsible for supporting the IMT through process management, and supporting functionals, to ensure a consistent delivery of service. The role will be responsible for the introduction of new ITIL based processes, service improvement activities, as well as the desktop hardware and print services.

You will actively contribute to IMT's service direction, participating in applying adaptive and innovative solutions to complex and/or ambiguous issues across one or more service and/or technical streams. Your demonstrated client focus will gain the support of key stakeholders and contribute to integrating IMT technical solutions with business requirements to achieve CSIRO's strategic and organisational objectives.

Duties and Key Result Areas

- **Manage Team Members:**
 - Lead and maintain an effective team, managing performance and resources to achieve objectives, including:
 - Develop and maintain the skills and competencies of team members.
 - Evaluate staff job performance and work with staff on proactive performance management, drawing on the annual performance appraisal process as a framework for capturing agreed actions and outcomes.
 - Be a focal point for the team for communication and issue identification, resolution and escalation.
 - Contribute positively to stimulate and promote a team approach and develop sound working relationships with clients on a day-to-day basis as a representative of CSIRO IMT.
- **Manage areas of team responsibility:**
 - ITIL Process Management
 - Change
 - Release
 - Major Incident
 - Service Catalogue
 - Service Asset and Configuration
 - Desktop Hardware Service Management
 - Print Service Management
 - Software Licensing Management
- **Process Management**
 - Serve as a subject matter expert for ITIL best practices and ensure their consistent application throughout IMT.
 - Develop and implement strategies for integrating IT services across various departments and teams, ensuring effective communication and coordination.
 - Develop and deliver training programs to educate employees on ITIL processes and service integration principles.
 - Stay up-to-date with industry trends and advancements in IT service management to drive innovation and efficiency.
- **Continuous service improvement:**
 - Lead the design, implementation, and continuous improvement of ITIL processes, including Incident Management, Problem Management, Change Management, Release

Management, Service Catalogue Management, and Service Configuration and Asset Management.

- o Create improved outcomes, increased confidence, and trust in IMT services and effective use of team resources, including:
 - ♣ Using feedback from customers, service teams and data analysis looking for and recommending on opportunities for service opportunities
 - ♣ Conduct Service Improvement activities.
 - ♣ Contribute to service improvement by identifying tasks/issues that could be handled more efficiently to improve the client experience.
 - ♣ Ensure the effective transition of new products or services into the business-as-usual environment.
- **Key stakeholder engagement:**
 - o Collaborate with stakeholders to define and document service integration requirements, processes, and workflows.
 - o Facilitate regular meetings with cross-functional teams to review service integration progress, address challenges, and identify opportunities for optimisation.
 - o Develop and maintain relationships with our clients and contribute to the overall objectives across the CSIRO IMT service delivery model.
 - o Delivery of new initiatives within scope, budget, schedule and stakeholder expectation.
 - o Liaise with clients to determine their needs and take personal responsibility for their satisfaction, correcting problems promptly and in a constructive manner.
- **Manage and Communicate Reporting and Metrics:**
 - o Monitor and analyse service performance metrics, identifying area for improvement and implementing corrective actions as needed.
 - o Clearly communicate trends, opportunities, and issues to IMT Management and Service Owners to support good decision making, management and planning
 - o Engagement with stakeholders is based on current information provided in meaningful dashboards and reports
 - o Measurement and Reporting provide information for management decisions at every stage of the product/service life cycle
 - o Performance is evaluated to support continual improvement, alignment, and value creation
 - o Monitor and report on risks and issues that may arise relating to the scope, quality, time and costs of new initiatives. Escalate any issues that may impact delivery.
- **General:**
 - o Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO's reputation.
 - o Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business units to carry out tasks in support of CSIRO scientific objectives.
 - o Adhere to the spirit and practice of CSIRO's Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.

Selection Criteria

Essential Selection Criteria:

1. **Team Management and Leadership:** Demonstrated with minimum 3 years recent experience in leading and managing a team, including developing and maintaining team skills, evaluating performance, and fostering a collaborative team environment.
2. **ITIL Process Management:** Expertise in ITIL best practices and their consistent application, including Change Management, Release Management, Major Incident Management, Service Catalogue Management, and Service Asset and Configuration Management.
3. **Service Improvement:** Proven ability to lead the design, implementation, and continuous improvement of ITIL processes, and to conduct service improvement activities based on feedback and data analysis.
4. **Stakeholder Engagement:** Strong skills in collaborating with stakeholders to define and document service integration requirements, processes, and workflows, and in maintaining relationships with clients.
5. **Communication and Reporting:** Ability to monitor and analyse service performance metrics, communicate trends and issues to management, and provide meaningful dashboards and reports.
6. **Adaptability and Problem Solving:** Demonstrated flexibility in thinking, ability to manage problems in ambiguous situations, and to develop and select appropriate courses of action.

Desirable Selection Criteria:

1. **Training and Development:** Experience in developing and delivering training programs to educate employees on ITIL processes and service integration principles.
2. **Innovation and Industry Knowledge:** Up-to-date knowledge of industry trends and advancements in IT service management to drive innovation and efficiency.
3. **Client Focus:** Demonstrated client focus with the ability to gain the support of key stakeholders and contribute to integrating technical solutions with business requirements.
4. **Resource Management:** Skills in planning, seeking, allocating, and monitoring resources to achieve outcomes.
5. **Judgement and Independence:** Ability to assess risks and opportunities, overcome problems and setbacks, and consider value-added future impact when determining resource use.

Required Competencies

- **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
- **Influence and Communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas.

- **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
- **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
- **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
- **Adaptability:** Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

Special Requirements

- The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
- The successful candidate will be required to obtain and maintain a security clearance at the NV1

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](#) and for more information.

CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

- People First
- Further Together
- Making it Real
- Trusted